



## Customer Service Questionnaire Web Version

The United States Bankruptcy Court for the Northern District of Indiana is interested in knowing how well we meet your needs when you conduct business with us. Your responses to this survey will help us improve our quality of services and our responsiveness to your needs. Please mark the choice that best represents your response to each question.

1. What office of the United States Bankruptcy Court for the Northern District of Indiana do you conduct business with most often?

☐—Fort Wayne ☐—Gary ☐—Lafayette ☐—South Bend

2. In the average month, how many times per month do you conduct business at our Intake Counter?

☐—0-1 ☐—2-4 ☐—5-10 ☐—10 or more

3. How long did you wait for service the last time you visited the Clerk's Office?

☐—No wait ☐—less than 1 minute ☐—1-3 minutes  
☐—3-5 minutes ☐—over 5 minutes

4. What could be done to increase your level of satisfaction during future visits to the Clerk's Office? If you need additional space for your comments, please continue in the space provided at the end of this survey or use a separate sheet.

---

5. In what capacity do you interact with the Clerk's Office? (Check all that apply.)

☐—Attorney for Debtor  
☐—Attorney for Creditor  
☐—Pro Se Debtor  
☐—Researcher/Abstractor  
☐—Case Trustee  
☐—Legal Support Staff  
☐—US Trustee/US Attorney  
☐—Other \_\_\_\_\_

6. How do our services compare to other courts where you have conducted business?

☐—Better ☐—Comparable ☐—Worse

Comments: \_\_\_\_\_

7. On average, how many times per month do you telephone the Clerk's Office?

☐—0-1 ☐—2-4 ☐—5-10 ☐—10 or more

8. What additions would you like to see to our Court's Web page? Our page appears at: <http://www.innb.uscourts.gov/>

---

9. Please rate the quality of service you received while conducting business with the Clerk's Office in the past six months in the following categories by placing an "X" in the appropriate column:

	Excellent	Good	Fair	Poor	Not Applicable
Helpfulness					
Courtesy					
Cooperativeness					
Scope of Knowledge					
Speed of Service					
Telephone System					
Telephone Inquiries					
Access to Court Records					
Hours of Service					
Copy Machine Service					

Electronic Accessibility	Excellent	Good	Fair	Poor	Not Applicable
PACER					
VCIS					
Public Access Terminals					
WEB page					

Quality of Service Comments:

---



---



---

10. Overall, how would you rate the service you receive from the Clerk's Office?

☐-Excellent ☐-Good ☐-Fair ☐-Poor

11. Date you completed this survey. \_\_\_\_\_

If you need additional space for your comments, please use the space below or attach a separate sheet for your response.

Comments: \_\_\_\_\_

---



---

Thank you for participating in this survey. My staff and I appreciate your candid remarks. To preserve the integrity of this survey, we do not ask for your name. If you would like to share your name with us, please feel free to do so.

Please return your completed survey to the drop box in the Clerk's Office, or mark it "**Confidential**" and mail to:

James Bonini, Clerk  
 United States Bankruptcy Court, Northern District of Indiana  
 Post Office Box 7003  
 South Bend, Indiana 46634-7003